



Saint Mina Coptic Orthodox Church
Calgary, AB Canada

Resource Manual for Newcomers and Immigrants

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IMPORTANT NUMBERS

Emergency:

Fire, Police, Ambulance	- 911
Fire Non Emergency	- (403) 287 – 1150
Police Non Emergency	- (403) 266 – 1234
Ambulance Non Emergency	- (403) 261 – 4000
Poison Centre	- (403) 670 – 1414
Calgary Health Link	- (403) 943 – LINK (5465)
Atco Gas	- (403) 245 – 7222
Trouble Calls	- (403) 255 – 2511

Crisis Intervention:

Distress Centre	- (403) 266 – 1605
Access Mental Health	- (403) 943 – 1500
Calgary Communities Against Sexual Abuse	- (403) 237 – 5888
Child Abuse Emergency Social Services	- (403) 297 – 2995
Gambling Hot Line	- 1 – 800 – 665 – 9676
Suicide Prevention Line	- 1 – 800 – 784 – 2433

Hospitals:

Foothills Medical Centre 1403 29 Street NW Emergency	- (403) 944 – 1110 - (403) 944 – 1315
Peter Lougheed Centre 3500 26 Avenue NE Emergency	- (403) 943 – 4555 - (403) 943 – 4999
Rockyview General Hospital 7007 14 Street SW	- (403) 943 – 3000
Alberta Children’s Hospital 2888 Shaganappi Trail NW	- (403) 955 – 7211
Fanning Centre	- (403) 230 – 6900
Sheldon Chumir Health Centre 1213 4 St. SW	- (403) 955 – 6200

Pharmacies:

Cambrian Drug Mart	- (403) 289 – 9181
Pharmacy On Call	- (403) 289 – 2201
Shoppers Drug Mart Northhill – 24hr	- (403) 289 – 6761
Shoppers Drug Mart Chinook – 24hr	- (403) 253 – 2424

General:

Government of Alberta Toll Free Line - (403) 310 – 0000

Alberta Supports: Number for all general inquiries

1-877-644-9992

211– information referral service for non-emergency human services in
Calgary – includes more than 4,000 community, social and government services

311 – customer service line for City of Calgary Municipal services such as road
repairs, garbage removal and building permits

411 – telephone directory listings

CITY OF CALGARY

THE WEATHER IN CALGARY STATISTICS

Summary of Meteorological Observations for Calgary, Alberta. Data supplied by Meteorological Service of Canada

Normal Data 1971 - 2000

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Year
Daily Maximum Temperature C	-2.8	-0.1	4.0	11.3	16.4	20.2	22.9	22.5	17.6	12.1	2.8	-1.3	10.5
Daily Minimum Temperature C	-15.1	-12.0	-7.8	-2.1	3.1	7.3	9.4	8.6	4.0	-1.4	-8.9	-13.3	-2.4
Daily Mean Temperature C	-8.9	-6.1	-1.9	4.6	9.8	13.8	16.2	15.6	10.8	5.4	-3.1	-7.4	4.1
Rainfall (mm)	0.2	0.1	1.7	11.5	51.4	79.8	67.9	58.7	41.7	6.2	1.2	0.3	320.6
Snowfall (cm)	17.7	13.4	21.9	15.4	9.7	0.0	0.0	0.0	4.8	9.9	16.4	17.6	126.7
Number of Days with Measurable Precipitation	9.0	6.9	9.3	9.0	11.3	13.4	13.0	11.0	9.3	6.3	7.6	7.4	113.6

	Annual Average		
	Snowfall	Total precipitation	Wet days
	cm	mm	number
St. John's	322.1	1,482	217
Charlottetown	338.7	1,201	177
Halifax	261.4	1,474	170
Fredericton	294.5	1,131	156
Québec	337.0	1,208	178
Montréal	214.2	940	162
Ottawa	221.5	911	159
Toronto	135.0	819	139
Winnipeg	114.8	504	119
Regina	107.4	364	109
Edmonton	129.6	461	123
Calgary	135.4	399	111
Vancouver	54.9	1,167	164
Victoria	46.9		

	Average annual temperature		Coldest month			Warmest month		
	Average high	Average low	Month	Average high	Average low	Month	Average high	Average low
	Celsius			Celsius			Celsius	
St. John's	8.6	0.8	February	-1.4	-8.7	July	20.2	10.5
Charlottetown	9.5	0.8	January	-3.4	-12.2	July	23.1	13.6
Halifax	10.7	1.4	February	-1.5	-10.6	July	23.4	13.2
Fredericton	11.0	-0.6	January	-4	-15.4	July	25.6	12.9
Québec	9.0	-1.0	January	-7.7	-17.3	July	24.9	13.2
Montréal	10.9	1.2	January	-5.8	-14.9	July	26.2	15.4
Ottawa	10.7	0.8	January	-6.3	-15.5	July	26.4	15.1
Toronto	12.6	5.2	January	-1.3	-7.9	July	26.5	17.6
Winnipeg	8.1	-3.4	January	-13.2	-23.6	July	26.1	13.4
Regina	8.9	-3.8	January	-11	-22.1	July	26.3	11.9
Edmonton	8.7	-1.5	January	-8.2	-17	July	23.0	12.0
Calgary	10.3	-2.6	January	-3.6	-15.7	July	23.2	9.5
Vancouver	13.5	6.1	January	5.7	0.1	August	21.7	12.9
Victoria	13.9	5.1	January	6.5	0.3	July	21.8	10.7
Whitehorse	4.1	-6.2	January	-14.4	-23.2	July	20.3	7.6
Yellowknife	-0.8	-9.7	January	-23.9	-32.2	July	20.8	12.0

DEMOGRAPHICS

Population in 2011: 1 332 800

Median Age: 35.8

Knowledge of the Official Languages:

Total Population	1,070,295
English only	964,790
French only	595
Both English and French	84,085
Neither English nor French	20,830

For more information:

<http://www.calgaryeconomicdevelopment.com/live-work-play/live/demographics>

CITIZENSHIP AND IMMIGRATION CANADA

<http://www.cic.gc.ca/english/index.asp>

Information on:

- Canadian Citizenship Test
- Temporary Resident VISA
- Work Permit
- Sponsorship of Relatives
- And More

COMMUNITY RESOURCE CENTRES

Bowwest Community Resource Centre

7904 43 Ave NW (Bowness Community Association)
403-216-5348

bowest.com

- For residents of Bowness, Greenwood Village, Dalhousie, Montgomery, Ranchlands, Silver Springs, Varsity and surrounding areas

Ranchlands Office:

14- 1840 Ranchlands Way NW
403-374-0448

Heart of the Northeast Community Solutions Resource Centre

(Aspen Family and Community Network Society)

2623 56 St. NE
403-293-5467

- For residents of Monterey Park, Pineridge, Rundle, Temple, Whitehorn and Vista Heights

Inner City Community Resource Centre

403-536-6558

(Calgary Family Services)

922 9 Ave SE (Alexandra Centre)

calgaryfamily.org

- For residents of Bankview, Beltline, Bridgeland/Riverside, Chinatown, Cliff Bungalow-Mission, Crescent Heights, downtown, the East Village, Eau Claire, Erlton, Inglewood, Lower Mount Royal, Ramsay, Renfrew, Sunalta and Winston Heights/ Mountainview

Millican-Ogden Community Association Family Resource Centre

2734 76 Ave SE

403-720-3322

moca-frc.org

- For residents of Millican-Ogden, Riverbend and other southeast communities

North Central Community Resource Centre

(Huntington Hills Community Association)

520 78 Ave NW

403-275-6666

- For residents of Beddington Heights, Greenview, Highland Park, Highwood, Huntington Hills, MacEwan, Mount Pleasant, North Haven, Sandstone Valley, Thorncliffe and Tuxedo Park

North of McKnight Community Resource Centre

95 Falshire Dr. NE (Lower level of Falconridge/ Castleridge Community Centre)

403-293-0424

northofmcknightcrc.ca

- For residents of Castleridge, Coral Springs, Falconridge, Martindale, Saddle Ridge and Taradale

Southwest Communities Resource Centre

42- 2580 Southland Dr. SW

403-238-9222

- For residents of Bayview, Bel Aire, Braeside, Canyon Meadows, Cedarbrae, Chinook Park, Eagle Ridge, Haysboro, Kelvin Grove, Kingsland, Mayfair, Meadowlark Park, Oakridge, Palliser, Pump Hill, Southland, Windsor Park, Woodbine and Woodlands

Sunrise Community Link

701 Erin Woods Lane SE

403-204-8280

- For residents of Abbeydale, Albert Park/ Radisson Heights, Applewood, Belfast, Chateau Estates, Dover, Erin Woods, Forest Heights, Forest Lawn, Hubalta, Marlborough, Marlborough Park, Mayland Heights/ Vista Heights, Medidian/ Franklin Business Park, Penbrooke Meadows, Red Carpet and Southview

West Central Community Resource Centre

3507A 17 Ave SW

403-543-0555

closertohome.com

- For residents of Aspen Ridge, Christie Park, Coach Hill, Cougar Ridge, Discovery Ridge, East Springbank, Glamorgan, Glenbrooke, Glendale, Killarney/ Glengarry, Lincoln Park/ Rutland Park, Patterson, Rosscarrock, Richmond Hill, Shaganappi, Signal Hill, Springbank ill, Spruce Cliff, Strathcona Park, West Springs, Westgate and Wildwood

COUNSELLING

Calgary Communities Against Sexual Abuse (CCASA)

403-237-5888

1-877-237-5888 (toll free)

403-237-6905 (business line)

7th Floor, 320 5 Ave SE

calgarycasa.com

- Free and confidential services
- Individual and group counseling
- 24-hour support and information line
- 24-hour accompaniment to the Sheldon Chumir Centre or other facility
- Police and Court Education and Support (PACES) program
- Public Education
- Community Outreach

Calgary Counseling Centre

Suite 200, 940 - 6 Avenue S.W.

Calgary, Alberta, Canada T2P 3T1

Call Centre – 403 – 691 - 5991

Hours of Operation:

Monday to Thursday 8:30 a.m. - 7:30 p.m.

Friday 8:30 a.m. - 5:30 p.m.

Saturday 9:00 a.m. - 2:30 p.m.

The Nexen Call Centre, to access counseling, is available in person Monday to Friday - 9 a.m. to 4 p.m., or **online** 24-hours a day

- Phone the Nexen Call Centre to access counseling or for questions regarding setting up your file

Calgary Family Services

Calgary 1000 - 8 Avenue SW

#200, 1000 8 Avenue SW, Calgary, Alberta T2P 3M7

403-269-9888

Distress Centre Calgary

300 - 1010 8 Avenue SW

Calgary, Alberta T2P 1J2

TTY: 403-543-1967

E-Mail: info@distresscentre.ab.ca

Website: <http://www.distresscentre.com>

Telephone: 403-266-1605 (Crisis Line)

Telephone: 403-266-1601 (Administration)

Fax: 403-262-2512

Eastside Family Centre

Suite 255 495 36 St NE, Calgary, AB
(403) 299-9696

Grief Support Program

Provided by: Alberta Health Services - Calgary and Area
Grief support and counseling for those coping with loss.

- Foothills Hospital
1403 29 Street NW, Calgary, Alberta T2N 2T9
403-943-3533
- Rockyview Hospital
7007 14 Street SW, Calgary, Alberta T2V 1P9
403-943-3533

Kids Help Phone

1-800-668-6868 (24 hour)

kidshelpphone.ca

- Anonymous and confidential
- Toll-free, professional and bi-lingual, counseling and information/referral service for youth up to age 19
- Online and phone counseling

Peer Support Services for Abused Women

403-234-7337

301-501 18 Ave SW

pssaw.org

- Community-based program providing peer-based support to women who are at risk or have experienced abuse
- Finding our Voices (FOV) self-esteem seminars available
- Growth Circle workshops for women to better understand anger, self-esteem and violence issues and improve their communication and problem-solving skills in a peer-support setting
- Moving on with Mentors (MOWM) partners a woman experiencing abuse or who recently left an abusive relationship, with a mentor who experienced abuse in the past
- Services are free and a childcare subsidy is available
- Monday to Friday 9am to 5pm

Teen Line

403-264-8336

distresscentre.com

- 24-hour support phone line
- Confidential and free service referrals
- Access to free, short-term counseling for youth
- Peer support from 5- 10pm daily

DISABILITY ORGANIZATIONS

Calgary Scope Society

Address: 211 - 2323 32 Avenue NE
Calgary, Alberta T2E 6Z3
Telephone: 403-509-0200
Fax: 403-291-4087
E-Mail: ryang@calgscope.org
Website: <http://www.calgscope.org>

Canadian Paraplegic Association (Alberta) - CPA

5211 4 Street NE, Calgary, Alberta T2K 6J5
403-228-3001

- Provides a complete range of rehabilitation services for persons with spinal cord injuries and other physical disabilities
- Counseling, information, assessment and advocacy provided in a variety of programs
- Specialized services such as adjustment to disability, improving family life, sexuality and career planning
- Vocational testing and services are usually by referral i.e. WCB, insurance company, etc.
- Work site assessments
- Job development
- Cost effective care assessments
- Health care education services
- Housing assessments
- Awareness presentations and case management services.

CNIB

15 Colonel Baker Place NE
Calgary, Alberta T2E 4Z6
Toll Free: 1-800-376-2642 (Calgary)
<http://www.cnib.ca>

CNIB is a nationwide, community-based, registered charity committed to research, public education and vision health for all Canadians. CNIB provides the services and support necessary for people to enjoy a good quality of life while living with vision loss.

Cerebral Palsy Association in Alberta

Address 3688 48 Avenue NE
Calgary, Alberta T3J 5C8
Toll Free: 1-800-363-2807
Telephone: 403-543-1161
Fax: 403-543-1168
E-Mail: admin@cpalberta.com
Website: <http://www.cpalberta.com>

Diabetes Management Education

#204 Southern Alberta Regional Leadership Centre
2323 32 Avenue NE, Calgary, Alberta T2E 6Z3
403-266-0620

Information and referral service for people with diabetes.

Service provides:

- support groups
- legal and medical advocacy for persons encountering discrimination
- presentations to the public

Diversity Resources Unit

Provided by: Calgary Police Service
5th floor, 315 10 Avenue SE, Calgary, Alberta T2G 0W2
Telephone: 403-206-8150

Epilepsy Association of Calgary

Address: 4112 4 Street NW
Calgary, Alberta T2K 1A2
Telephone: 403-230-2764
Toll Free: 1-866-374-5377
Fax: 403-230-5766
E-mail: epilepsy.calgary@telus.net
<http://www.epilepsycalgary.com>

Fibromyalgia First Step & Beyond Society of Canada

403-255-9536
108 Hillary Crescent SW
Calgary, Alberta T2V 3J2

Huntington Society of Canada - Southern Alberta Chapter

Address: 102, 5636 Burbank Crescent SE
Westech Building
Calgary Alberta T2H 1Z6
Telephone: 403-532-0609
Fax: 403- 532-3952
Email: klottes@huntingtonsociety.ca
<http://curehd.wordpress.com/>

Independent Living Resource Centre of Calgary

134 - 3359 27 Street NE
Calgary, Alberta T1Y 5E4
Telephone: 403-263-6880
Fax: 403-263-6811
TTY: 403-263-6874
admin711@ilrcc.ab.ca
<http://www.ilrcc.ab.ca>

- Persons with disabilities choosing to be empowered and determining their level of independence in an accepting society.

Multiple Sclerosis Society – Calgary Chapter

100, 2421 - 37 Ave. NE
Calgary, AB T2E 6Y7
Phone: 403-250-7090
Fax: 403-250-8937

Spina Bifida and Hydrocephalus Association – Southern Alberta

PO Box 6837 Station D
Calgary, AB T2P 2E9
Phone: 403-263-1109
Email: info@sbhasa.ca
www.sbhasa.ca

DISABILITY SPECIFIC SUPPORT

Ability Society

323 41 Avenue NE

Calgary, Alberta T2E 2N4

Telephone: 403-262-9445

Fax: 403-262-4539

info@abilitysociety.org

<http://www.abilitysociety.org>

Service(s) Provided

- Assistive Technology Information
- Children's Resource Centre
- ComputAbility
- Friends Movement

Alberta Aids To Daily Living

10th Floor, Milner Building

10040 - 104 Street

Edmonton, Alberta, Canada

T5J 0Z2

Telephone:

Toll-free in Alberta: 310-0000, then 780-427-0731

- This is a provincial program that provides residents of Alberta having chronic or disabling diseases or conditions with supplies and or equipment on an ongoing basis. An AADL authorizer must assess individuals prior to providing equipment and supplies.
- You must first be assessed by a health care professional to determine your basic medical needs and eligibility for the program.

AISH

1520 4 Street SW, Calgary, Alberta T2R 1H5

1-866-477-8589

- Financial and health benefit information for eligible adults with a permanent impairment that limits their earning ability
- To apply for AISH, contact the AISH (<http://www.seniors.gov.ab.ca/AISH/contacts.asp>) office in your community. The office will send you an application package.
- When AISH receives your completed application package, a two-step review process begins:
 - First, your income and asset information is reviewed to determine if you meet the financial requirements.
 - Second, if you meet the financial eligibility requirements, your medical eligibility is reviewed. As part of this process, you will be asked to have a medical report completed.

Canada Pension Plan Disability Pension

General Information:

<http://www.retireware.com/pdf/isp1150ke.pdf>

Disability Related Employment Supports (DRES)

Call 1-800-661-3753 or visit an Alberta Service Centre.

- Disability Related Employment Supports (DRES) help adult Albertans with disabilities address barriers that may prevent them from being successful in the workplace or at school.

EMPLOYMENT

Alberta Employment and Immigration

11Flr - 855 8 Avenue SW
Calgary, Alberta T2P 3P1
Toll Free: 1-866-644-5135 Alberta Works
Telephone: 403-297-4575 (Admin. Only)
Fax: 403-297-5988 (Admin. Only)
Website: <http://www.employment.alberta.ca>

Alberta Employment Standards

717 7 Avenue SW
Calgary, Alberta T2P 0Z3
Toll Free: 1-877-427-3731
Fax: 403-297-5843
TTY: 1-800-232-7215
E-Mail: employment.standards@gov.ab.ca
Website: <http://www.employment.alberta.ca>

- To help individuals, families and communities thrive by providing health care and education programs to the population struggling with poverty and homelessness, addressing root causes, achieving lasting solutions and stability.

Alberta Learning Information System

Provided by: Alberta Learning
<http://www.informalberta.ca/public/organization/orgProfileStyled.do?organizationQueryId=1002251>
1-780-422-5274

- ALIS is Alberta's leading on-line gateway for career, learning and employment information and services.
- Provides information to help Albertans with career planning, post-secondary education and training, educational funding, job searching, labour market trends, and workplace help.

Alberta Workers' Advisor

602-1701 Centre Street North
Calgary, AB T2E 7Y2
Phone: 403-517-6221
Toll Free: 1-866-922-9221
Fax: 403-517-6221
Email: appealsadvisor@wcb.ab.ca
Website: www.wcb.ab.ca/contact/aplsadvs.asp

- Specialists in interpreting and applying the Workers' Compensation Act and Workers' Compensation Board policies
- Can advise injured workers on their rights
- Act independently of the WCB – Alberta
- Free service

Bow Valley College

Directions for Immigrants in Trades and Professional Careers
260, 700-4 Avenue SW
Calgary, AB T2P 3J4
Telephone: 403-297-2555
Fax: 403-297-3424
<http://www.directionsforimmigrants.ca/index.html>

Calgary Catholic Immigration Society

3rd Floor, 120-17 Avenue SW
Calgary, AB T2S 2T2
Telephone: 403-262-2006
Fax: 403-262-2033
<http://www.ccis-calgary.ab.ca/>

Calgary Immigrant Educational Society (CIES)

1723 – 40 Street SE
Calgary, AB T2A 7Y3
Telephone: 403-235-3666
Fax: 403-272-7455
www.immigrant-education.ca

Calgary Immigrant Women's Association

#300, 750-11 Street SW
Calgary, AB T2P 3N7
Telephone: 403-263-4414
Fax: 403-264-3914
<http://www.ciwa-online.com/>

Calgary Workers Resource Centre

2002 1st Avenue NW
Calgary AB T2N 0B3
Telephone: 403-264-8100
Fax: 403-264-8117
Email: cwrc1@telus.net
www.calgaryworkers.org

- Provides help with filling in applications/complaints/claims/appeals
- Workshops for people applying for Employment Insurance
- Appointments are required

Centre for Newcomers

#200, 3517 - 17 Avenue SE
Calgary, AB T2A 0R5
Telephone: 403-569-0409
Fax: 403-248-5041
<http://www.centrefornewcomers.ca/index.shtml>

City of Calgary, Community and Neighbourhood Services, City Links

311 34 Ave SE

403-974-3112

calgary.ca

- A safe and supportive work environment where men and women facing employment barriers receive paid work experience, work skills training and vocational counseling
- Areas of work are house/yard cleaning and residential painting. Training is provided and no previous experience is required

Champions Career Centre

650-839 5 Avenue Southwest

Calgary, AB T2P 3C8

(403) 265-5374

Champions Career Centre was established to connect employers with persons with disabilities. By working collaboratively with government, companies and local and regional disability organizations, Champions aims to ensure an estimated 38,000 working age Albertans with disabilities have full and equal access to career and employment opportunities. Champions assists both clients and employers to overcome workplace challenges ensuring diversity standards are met, satisfactory placements are made and a positive, supportive environment is achieved.

Disability Employment Service

Provided by: Canadian Paraplegic Association (Alberta)

5211 4 Street NE, Calgary, Alberta T2K 6J5

403-228-3001

- To help individuals with a spinal cord injury or other physical disability reach the goal of securing full or part time employment and/or develop skills for future careers.

Disability Resource Centre

Provided by: University of Calgary

MacEwan Student Centre - University of Calgary

MSC #293

2500 University Drive NW, Calgary, Alberta T2N 1N4

403-220-8237

Prospect

915 33 Street NE

Calgary, AB T2A 6T2

Phone: 403.273.2822

Fax: 403.273.0090

Email: info@prospectnow.ca

- Target Supported Employment for Persons with Disabilities assists individuals to obtain and maintain paid employment. This service combines rapid job

placement with extensive on-the-job supports. Target assists motivated individuals to become independently employed in 6 months or less.

- The Worx is a fully accessible employment and career centre specifically designed to assist individuals with disabilities in finding meaningful employment more easily.
 - provide employability assessments
 - career counseling
 - direct job placement
 - education and skill training placement

Women in Need Society (WINS)

403-255-5102

Womeninneed.net

- Entry-level employment opportunities for women who may not have previous employment experience, or may be re-entering the workforce
- Women gain employment and life skills through on-the-job training

Workink

Canada's most powerful online career development and employment portal for Canadians with disabilities.

<http://www.workink.com>

ENGLISH

Information on places in Calgary which offer language courses. This is not a comprehensive list.

Immigrant Language and Vocational Assessment-Referral Centre

1401, 910 - 7th Avenue SW
Calgary, Alberta T2P 3N8
Telephone: 403-262-2656
Fax: 403-294-1173

- <http://employment.alberta.ca/Immigration/160.html?gclid=CPPS49br9aoCFUYEQAdBSmDGA>

Calgary Immigrant Educational Society

- <http://www.immigrant-education.ca/>

Chinook Learning Services

The LINC Program (Language Instruction for Newcomers to Canada) is funded by Citizenship and Immigration Canada (external link) and provides free basic language instruction to adult immigrants. The curriculum includes information that teaches newcomers about the Canadian way of life and helps them integrate into Canadian society.

- <http://www.chinooklearningservices.com/ESL/ESLinc.html>

Language Trainers

- http://www.languagetrainers.com/english_courses_calgary.php

University of Calgary Program

- University of Calgary offers several English Language Programs
 - <http://www.ucalgary.ca/esl/>

YWCA Calgary

- English for New Canadians:
 - <http://community.ywcaofcalgary.com/page.aspx?pid=318>
 - <http://community.ywcaofcalgary.com/page.aspx?pid=302>

FINANCIAL

Banking in Canada

If you are immigrating to Canada, plan to study in Canada or coming to work in Canada it will serve you to have a Canadian bank account so that you can do your everyday banking.

The big 5 Banks in Canada which are RBC Royal Bank, TD Canada Trust, BMO Bank of Montreal, Scotiabank and CIBC all have large branch networks in Canada with approximately 1,000 branches each. So it's probably a good idea to set up an account with one of these banks. This way you, when you choose a bank, you will be able to use their bank's ATM network and not incur additional fees for using another banks ATM.

HSBC is a bank you might want to consider opening an account with in Canada. It may be easier to open an account with HSBC because you may be able to open the account in advance of arriving in Canada if they already operate in your home country. Read more about opening [Canadian Bank Accounts for Non Residents](#).

It pays to be a newcomer if you are opening a bank account in Canada. To attract your business many of the Canadian banks offer FREE day-to-day banking services for up to 1 year. Pay no monthly fee and no fees on an unlimited number of transactions like withdrawals at ATM's or branches, writing cheques, paying bills, and pre-authorized payments. Get more information for newcomer bank packages and plans for each Canadian Bank below

How to open a bank account in Canada

Below you will find information about how to open a bank account in Canada. Whether you are a Canadian resident, have just immigrated to Canada or are a foreign student studying in Canada, it is relatively easy to open a Canadian bank account. Here you will find an explanation of types of bank accounts offered by Canadian banks, general policies about opening accounts and the documentation banks in Canada require to open an account. There is no cost to open a bank account.

Bank accounts come with a wide range of features, but there are three basic types available in Canada.

- 1 – A **Banking Account** is designed to meet your everyday needs for withdrawals, transfers and paying for merchandise and services.
- 2 – A **Savings Account** is for extra money that you won't need for day-to-day expenses. Your money is always accessible and you earn interest on it.
- 3 – A **U.S. Account** is designed to help clients that often make U.S. dollar transactions or travel to the U.S. or other countries where U.S. dollars are used.

Momentum

16-2936 Radcliffe Drive SE
Calgary, Alberta
T2A 6M8

Mainline: 403.272.9323

Faxline: 403.235.4646

www.momentum.org

- Helps immigrants set up a savings plan (will contribute to your savings)
- Assists in starting a business
- Works with women who wish to start business
- Works with youth who need help saving up for an education

Government organization

FOOD

Alex Community Health Centre

Ph: 403-266-2622

Unit 101, 1318 Centre Street NE

- Calgary Inter-Faith Food Bank referrals
- Alex Spinz-Around Supplementary Food Program (available to individuals ages 16 and older only)
- Thursdays only - 10:30 am; 610 - 8 Ave. SE

Calgary Drop-In & Rehab

Ph: 403-699-8240

423-4th Avenue SE

- Provides temporary overnight shelter, meals and snacks.
- Emergency food hampers available
- For ages 16 and up

Calgary Inter-Faith Food Bank

5000 11 St. SE

403-253-2055 (Hamper Request Line)

calgaryfoodbank.com

- Hamper distribution Monday to Friday 1- 3:30pm and Monday to Thursday 6:30pm- 7:30pm
- Hamper request line hours are Monday 10:30am- 7:15pm and Tuesday to Thursday 1- 7:15 pm
- Self-referral for first three emergency food hampers, any additional hampers (to a maximum of seven per twelve-month period) require referral from a community agency (Accessible Housing Society included)
- Seven depots throughout the city available for pick-up points
- Call before coming to the main depot or use phones on entrance wall at main depot
- Distributed to individuals and families in crisis
- Seven to ten days of groceries in one food hamper
- Hampers can be delivered by Neighbourlink (403-209-1930) or Care Connect (403-264-2636)

Community Kitchen Program of Calgary

3751 21 St. NE

403- 275-0258

communitykitchenprogram.com

- At a Community kitchen, a group of people meet and plan a 14-meal menu based on "specials" advertised in major food store flyers as well as foods available from local wholesalers.
- The cost to cook the 14-meal menu is determined and divided between the participants based on the numbers of portions each requires. Each participant pays for their share of the food.

- The Community Kitchen Program shops for the food and delivers it to the local community kitchen. Participants then meet on a specified cooking day to prepare the 14 main course meals and homemade soups for lunches. After preparation is completed, individual family portions are packaged and taken home to be frozen for use over a two-week period.

CUPS (Calgary Urban Project Society)

Ph: 403-221-8780

128-7th Avenue SE

- Food available for participants in CUPS programs
- Emergency food given to clients when available

Feed the Hungry

Ph: 403-218-5532

- St. Mary's Cathedral Hall, 221-18th Avenue SW
- Sunday dinner from 3:30 pm - 5:00 pm
- Food hampers for the homeless available at dinner; ID required
- Provide fruit and bread after for anyone

Good Food Box

3751 21 St. NE

403- 275-0258

- The Good Food Box is a program whereby you can purchase fresh fruits and vegetables for a very low cost

Hampers for the Homeless

Ph: 403-253-2059

- Calgary Inter-Faith Food Bank provides food by contract for agencies to deliver to homeless people
- Foods items provided are designed for easy consumption on the street

Inn from the Cold

Ph: 403-263-8384

#106-110-11th Avenue SE

- Registration 4:00 pm - 5:30 pm daily for temporary overnight shelter
- Hot dinner, breakfast and bagged lunch for clients staying at the shelter
- Preference given to families

Meals on Wheels

403-243-2843

3610 Macleod Trail SE

- Calgary Meals on Wheels promotes health and independence by providing quality, nutritious and affordable meals to people in need of our services, to build a stronger, caring community.
- Clients include seniors, convalescents (short and long term) and people with disabilities

- Specially prepared meals for the Chinese community, bagged lunches for the working homeless and a 'Hot Soup' program for children in high risk elementary schools

NeighbourLink Calgary

Ph: 403-209-1930

- Emergency food hampers are available
- Volunteers deliver Food Bank food hampers

Roman Catholic Diocese of Calgary

221 18 Ave SW (St. Mary's Cathedral Hall)

403-218-5532

rcdiocese-calgary.ab.ca

- Sunday Dinner Program from 3:30- 5pm
- Hampers for Homeless program distributed at Sunday Dinner

Salvation Army Centre of Hope

Ph: 403-410-1111

420-9th Avenue SE

- Free emergency accommodations including three meals each day
- Low cost, nutritious meals available daily
- Food hampers available weekly at the Centre of Hope
- Food hampers available to the absolute homeless in the community (non clients only)

Spinz-A-Round

Ph: 403-275-0258

- Perishable food is retrieved from retail outlets
- Non-profit agencies can pick up food to deliver to clients in need

St. Edmund's Anglican Church

Ph: 403-288-6330

8336-34th Avenue NW

- Emergency food hampers for pick-up only
- Monday and Thursday 9:00 am - 12:00 noon
- Call in advance or walk-in

St. Vincent De Paul Society

Ph: 403-250-0319

- A central line that directs you to chapters that serve different community districts
- Food hampers
- Volunteers deliver food hamper to residences

Welcome Home Program

Fax: 403-274-2967

Email: volunteer@ckpcalgary.ca

- The welcome home hampers include many of the things we see as essential when moving into a home.

Welcome Home Hampers consist of the following:

- 1 box of dry goods (2 boxes of cereal, 4 boxes of pasta, etc)
- 1 box of canned goods (8 cans of soup, 4 cans of pasta sauce, etc.)
- 1 box of Hygiene items (Toothbrush, toothpaste, shampoo & conditioner, etc.)
- 1 box of kitchen/baking needs (sugar, flour, spices, etc.)
- 1 box of cleaning supplies (dish towels, toilet paper, multi-purpose cleaner, etc)
- 1 box of condiments (ketchup, peanut butter, liquid sauces, etc)

Women's Centre:

646 1st Ave NE

403-264-1155

womens-centre.org

- Safe place for women to talk to someone and get information on services
- Use of phone, computer, fax and photocopier
- Legal advice by appointment
- Groups and workshops
- Monday to Thursday 9:30am -8:30pm and Friday 9:30am- 3:30pm
- Emergency food hampers provided (2-3 days of food)

FURNITURE

Calgary Inter-Faith Furniture Society

635 35 Ave NE

403-276-3173

- Reasonably Priced bedding, books, housewares, pots and pans, gently-used furniture, small appliances, toys, yard furniture, etc.
- Work for Furniture program- must be referred by an agency
- Delivery charge of \$50 within city limits
- Tuesday to Saturday 9am- 5pm (closed Tuesdays after Monday statutory holidays)

Feed-a-Need

<http://www.feedaneed.ca/>

228 Templewood Place NE

403-285-5393

Women In Need Society (WINS)

403-255-5102

womeninneed.net

- Women and their families who meet the program criteria can get clothing, household items and furniture at no cost through the WINS stores.
- Women can access the program by registering with one of WINS' partner agencies. See website for a list of agencies. Community Resource Centres are included.

HOUSING

Accessible Housing Society

403- 282-1872

Deerfoot Junction III

Suite 215, 1212 – 31st Avenue NE

Calgary, AB T2E 7S8

- Nonprofit organization which houses individuals and families in need of accessible housing (i.e. wheelchair accessible)

Calgary Housing Company

(403) 221-9100

100-1701 Centre Street NW

- (CHC) is a City of Calgary-owned corporation providing safe and affordable housing solutions to citizens of Calgary
- CHC operates and manages over 10,000 subsidized and affordable housing units, including those created through The City's Affordable Housing section, and has a variety of housing options for low-income households including duplexes, townhouses and high-rise apartments

Habitat for Humanity

(403) 253-9331

125-2323 32 Avenue NE

- Habitat for Humanity Calgary builds simple, decent and affordable homes in partnership with the community and with the families who will own them.
- Homes are built almost completely by volunteers using donated building materials, land and money wherever possible
- Families pay for their homes with no-interest, long-term mortgages

Kerby Centre

(403) 265-0662

1133 7 Avenue SW

- Assists older people to live as well as possible for as long as possible as residents in the community

Langlin Place

403-237-5435

128 - 433 Macleod Trail S.E.

- Supportive housing for single males who have trouble maintaining housing
- Provides tenants with affordable safe housing using the harm reduction model

Norfolk Housing Association

(403) 283-3034

Suite 100-206 10A St NW

- A registered, non-profit affordable housing organization

- NHA currently owns and operates six buildings comprising 114 rental housing units ranging from studio to three-bedroom suites
- Applications accepted at main office Monday, Wednesday and Friday, 9-4pm with the exception of 12-1pm

IMMIGRANT SERVICES

Calgary Bridge Foundation for Youth

201, 1112B - 40 Avenue NE
Calgary, Alberta T2E 5T8
Tel: (403) 230-7745
Fax: (403) 230-0774
Hours of operation: Monday to Friday 9:00am - 5:00pm
<http://www.calgarybridgefoundation.com>

Calgary Catholic Immigration Society

3rd Floor, 120 – 17th Avenue SW
Calgary AB T2S 2T2
Phone: 403-262-2006
Fax: 403-262-2033
Email: contact@ccis-calgary.ab.ca
Website: www.ccis-calgary.ab.ca

Calgary Immigrant Aid Society

1200, 910-7 Avenue SW
Calgary AB T2P 3N8
Phone: 403.265-1120
Fax: 403-266-2486
Email: info@calgaryimmigrantaid.ca
Website: www.calgaryimmigrantaid.ca

Calgary Immigrant Educational Society

1723 – 40 Street SE
Calgary AB T2A 7Y3
Phone: 403-235-3666
Fax: 403-272-7455
Email: info@immigrant-education.ca
Website: www.immigrant-education.ca

Calgary Immigrant Women's Association

200- 138 4 Ave SE
403-517-8830

ciwa-online.com

- Intake, settlement and referral services for immigrant and refugee women including needs assessments, information, referrals and supportive counseling
- Language Instruction for Newcomers to Canada (LINC) part-time English as a Second Language classes
- Skills training and employment services to help clients identify, create and implement an employment plan

- Family services including cross-cultural parenting, counseling and assistance with family conflict/ violence, housing, legal issues, social welfare, etc.
- All services are free and available in a number of languages
- Monday to Friday 9am- 4:30pm

Centre for Newcomers

125, 920 – 36 Street NE

Calgary, AB T2A 6L8

Phone 403-569-3325

Fax: 403-248-5041

Email: newcomer@centrefornewcomers.ca

Website: www.centrefornewcomers.ca

www.ethnicitycatering.ca

Immigrant Services Calgary

403-265-1120

Immigrant Youth Outreach Project

(Calgary Catholic Immigration Society)

403-268-8131

- For youth 16 to 24, new to Canada and experiencing difficulty looking for work, staying in and returning to school, or other problems
- Workshops including basic computer skills, employment preparation, career planning and outdoor activities
- Self-study group with tutoring support on Saturday (except long weekends) from noon- 3pm (please call to confirm)
- Monday to Friday 8:30am- 4:30pm (closed noon- 1pm)

Immigrant Access Fund (IAF)

www.iafcanada.org

(403) 228-9981, or

Vic Rempel, IAF Loan Facilitator

Momentum

16, 2936 Radcliffe Drive SE

Calgary, Alberta T2A 6M8

Phone: (403) 204-2689

Fax: (403) 235-4646

Provides micro loans to immigrants who need help to pay for the costs associated with obtaining the Canadian accreditation or training that will allow them to work in their profession or trade.

LEGAL ASSISTANCE

Calgary Legal Guidance

100-840 7 Ave SW

403-234-9266

clg.ab.ca

- Free and confidential legal advice, information and referrals
- In person or phone intakes during office hours
- Services are delivered at downtown office and at other agencies around Calgary
- Appointments booked on a variety of legal issues
- Evening clinic staffed by volunteer lawyers
- Assistance for victims of domestic violence, including protection orders
- Assistance to apply for, maintain or appeal social benefits such as Alberta Works, AISH, EI and CPP Disability
- Assistance with obtaining photo identification, birth certificates and information regarding SIN cards
- Assistance with housing issues leading to homelessness
- Monday to Thursday 8:30am- 4:30pm
- Friday 8:30am- 4pm
- Evenings- by appointment only

Dial-A-Law

403-234-8973 (24 hour)

- Pre-recorded legal information on 140 different topics
- Operator assisted
- A free service available from a touch-tone phone
- Monday- Friday 8:30am- 4:30pm

Elizabeth Fry Society of Canada

600- 1509 Centre St. SW

403-294-0737

1-877-398-4548 (toll-free)

403-297-6043 (Youth Court Worker)

403-297-4548 (Adult Court Worker)

elizabethfry.ab.ca

- Individual and/or group support for girls and women in conflict with the law, from time of being charged, through prison and upon reintegration to the community
- Immigrant law support
- Pre-employment and self-esteem programs
- Volunteers at youth and adult court to provide support and practical assistance
- Monday to Friday 9am-noon, 1- 4pm (closed Thursday afternoons)

Legal Aid Alberta

1800- 639 5 Ave SW

403-297-2260

legalaid.ab.ca

- Legal services at a reduced cost to persons who need assistance for criminal and civil legal matters and are unable to pay for a lawyer from their own resources
- Legal advice based on financial eligibility guidelines
- Contact office for information on fees, services and eligibility
- Monday to Friday 7:45am- 5:15pm

Alberta Law Line

1-866-845-3425

- Free legal information and resource referrals
- Legal advice based on financial eligibility

Student Legal Assistance

3310 Murray Fraser Hall, University of Calgary

2500 University Dr. NW

403-220-6637

sla.ucalgary.ca

- Legal clinic for low-income individuals
- Assistance and representation at the provincial court level
- Small disbursement charge may apply
- Appointments made by telephone
- September through April: Appointments Monday to Thursday evenings
- May through August: Appointments Monday to Thursday during the day with some evening appointments

LOST IDENTIFICATION

What to do if you've lost your ID

*If your identification or other personal property has been stolen, contact the Calgary Police Service at 403-266-1234

Alberta Driver's Licence or Alberta Identification Card

If your license has been lost, stolen, or destroyed, you may apply for a replacement by visiting a Registry Agent in person. You will be required to prove your identity through a strict identity confirmation process (you will need to provide photo and support documentation). You will receive an interim license, valid for 30 days. Your new card will arrive in the mail within two weeks of your application date. Replacement cards should cost no more than \$21.00 (as of April 2008).

Phone: 780-427-7013 (Service Alberta)

General Information: http://www.servicealberta.ca/Drivers_Licence.cfm

List of Registry Agents: <http://www.servicealberta.ca/617.cfm>

Alberta Health Care Card

A replacement personal health card can be requested by telephone, in writing or in person:

1. If you order by telephone, a replacement card is generally received within 2–3 weeks.
2. A written request can be mailed or faxed to Alberta Health and Wellness. Due to the volume of mail received daily, a replacement card is generally received within 4–6 weeks.
3. If you live in Edmonton or Calgary, requests can also be made in person and a new card provided to you before you leave the office.

In all cases you will be required to provide your full name, mailing address, telephone number and personal health number. If you do not know your personal health number, you will also need to provide your date of birth. For security reasons, you may be asked by a client services agent for proof of identity when you request a replacement card by telephone or in person.

Phone: 780-427-1432

Web: http://www.health.alberta.ca/ahcip/ahcip_card.html

Birth Certificate

If you have lost your Alberta Birth Certificate, visit a Registry Agent to obtain a new one. Replacement certificates cost \$20 plus a Registry Agent service fee.

Phone: 780-427-7013 (Service Alberta)

General Information: <http://www.servicealberta.ca/785.cfm>

Application for Certificate: <http://www.servicealberta.ca/pdf/vs/REG3023.pdf>

List of Registry Agents: <http://www.servicealberta.ca/617.cfm>

Citizenship Certificate or Permanent Resident Card

If you have lost either of these two items, contact Citizenship and Immigration Canada at
1 888 242-2100.

Credit or Debit Cards

If your credit and/or debit cards have been lost or stolen, you should report the loss immediately to the appropriate agency. Your credit card or bank statements will tell you who to contact if your card is lost or stolen. A survey list of “Lost or Stolen Card” phone numbers are included below (please note: this is not a comprehensive list):

Credit Cards

American Express: 1-800-668-2639

MasterCard: 1-800-622-7747

Visa: 1-800-847-2911

Debit Cards

ATB Financial: 1-800-332-8383

Bank of Montreal: 1-877-225-5266

CIBC: 1-800-465-2422

Royal Bank: 1-800-769-2555

Scotiabank: 1-800-472-6842

TD Canada Trust: 1-866-222-3456

Calgary Public Library Card

Report your lost or stolen card to library staff calling (403-260-2608) or visiting any CPL location.

Replacement cards are \$5.

Passport

If your passport is lost, you must report the circumstances of the loss or theft to the Calgary Police Service (403-266-1234) and Passport Canada. The request for a replacement passport can be made at any Passport Canada office. However, before the document can be replaced, Canadian authorities will conduct an investigation into the circumstances. This may lead to delays in processing the replacement passport.

A replacement passport (which may be valid for a limited period only) may be authorized, provided strict requirements are met. These include the submission of:

1. A completed application form signed by your guarantor
2. Two identical passport photos
3. The appropriate fee
4. Documentary proof of Canadian citizenship

5. A “Statutory Declaration concerning a lost, stolen, damaged, destroyed or inaccessible Canadian passport” if the passport is still valid.

Phone: 1-800-567-6868

In Person:

1. Passport Canada
Harry Hays Building
Suite 254
220-4th Avenue SE
Calgary AB
Monday-Friday 8:30am to 8pm
2. Passport Canada 14331 Macleod Trail SW
Monday-Friday 8:30am to 8pm
3. Service Canada Centre
Fisher Park Place II
Suite 100
6712 Fisher Street SE
4. Service Canada Centre
On Executive Place, Main Floor
1816 Crowchild Trail NW
5. Service Canada Centre
Marlborough Mall
Suite 1502
515 Marlborough Mall
Suite 1502

General Information (including links to application forms):

<http://www.pptc.gc.ca/planification/203.aspx?lang=eng>

Social Insurance Number (SIN) Card

To replace your SIN card, visit any Service Canada centre. You need to provide a primary document to apply for a Social Insurance Number (SIN), replace your card or amend your SIN record (e.g. a name change). There is a \$10 charge to replace a SIN card.

Phone: 1-800-622-6232 if lost. If applying for a *new* one phone 1-800-206-7218

General Information: <http://www.servicecanada.gc.ca/en/sin/apply/how.shtml>

MENTAL HEALTH

Calgary Association of Self Help

1019 7 Ave SW

403-266-8711

calgaryselfhelp.com

- Programs and services for adults with mental illness/ psychiatric disorders

Mental Health Support Group

- Drop-in support where members can share their thoughts and feelings about personal issues in a safe and supportive environment
- Monday and Thursday 1:30- 3:30pm

Calgary Eating Disorder Program - Community Based Treatment

1820 Richmond Road SW, Calgary, Alberta T2T 5C7

403-955-7700

- Provides specialized services to clients of all ages with a diagnosis an eating disorder, including anorexia nervosa and bulimia nervosa

Canadian Mental Health Association - Calgary Region

Main Office:

Suite 400, 1202 Centre Street SE

Calgary, AB T2G5A5

Tel: 403.297.1700

Fax: 403.270.3066

Email: info@cmha.calgary.ab.ca

Hull Child and Family Services

403-251-8000

Bridging the Gap

800-1520 4 Street SW

403-216-0660

- Flexible one-on-one support for youth and young adults 16 to 24 who have mental health concerns (no diagnosis required) and have difficulty accessing the services they need
- Advocacy, information, emotional and practical support, as well as referrals to other community services
- Appointments held at the office or in the community
- Monday to Friday 8:30am to 4:30pm

Mobile Response Team

Access through the Distress Centre Crisis Line

(403) 266-1605

9 a.m. until 11 p.m. Monday-Friday

11a.m-11p.m Weekends/ Holidays

- MRT can provide assistance over the phone, or arrange a visit, “a mobile” with you anywhere in the community

RECREATION

City of Calgary Recreation Guide

<http://www.calgary.ca/CSPS/Recreation/Pages/Home.aspx>

- Low Income Arts and Recreation Pass. Must phone 3.1.1 to apply. For more information, go to <http://www.youthcanvote.com/free-arts-and-recreation-pass-for-low-income-calgarians/>

Calgary Rotary Challenger Park

3688 48th Avenue NE

Calgary, Alberta T3J 5C8

Fax: 403-250-2055

E-Mail: info@challengerpark.com

Website: <http://www.challengerpark.com>

Telephone: For bookings 403-250-2707 ext. 221

- To promote sports and recreation through education and awareness, and build an inclusive partnership with the community to provide opportunities for people of all ages and abilities.

Calgary Sledge Hockey Club

Telephone: 403-410-5983

E-Mail: info@calgarysledgehockey.ca

Website: <http://www.calgarysledgehockey.ca>

- To increase sporting opportunities for people with physical disabilities.

Camp Horizon

Bragg Creek, Alberta T0L 0K0

403-949-3818

Outdoor recreation for children and adults with special needs.

Service provides:

- outdoor recreation for children and adults with special needs;
- camps for adults with physical and developmental disabilities
- camps for youth with cancer, diabetes, ostomies, and cerebral palsy;
- Leadership & Counselor in Training Program;
- facility rentals;
- Respite/Retreats.

Located in Kananaskis Country 10 km southwest of Bragg Creek.

Disability Fitness

Provided by: City of Calgary– Recreation

Southland Leisure Centre

2000 Southland Drive SW, Calgary, Alberta T2V 4S4

Village Square Leisure Centre

2623 56 Street NE, Calgary, Alberta T1Y 6E7

Disabled Skiing Program

Provided by: Canadian Association for Disabled Skiing
88 Canada Olympic Road SW, Calgary, Alberta T3B 5R5
403-286-8050

Exercise Program for Persons with Disabilities

Provided by: Talisman Centre
2225 Macleod Trail S, Calgary, Alberta T2G 5B6
403-233-8393

Family Fun Calgary

Family Fun Calgary is a complete resource of events and activities for your family to enjoy in Calgary and surrounding areas!

<http://www.familyfuncalgary.com/>

TRANSPORTATION

Access Calgary

928 32 Avenue NE, Calgary, Alberta T2E 6T9
403-537-7770

<http://www.calgarytransit.com/accesscalgary.html>

Access Calgary provides transportation services for Calgarians who may not always be able to access fixed-route buses and C-Trains.

How To Apply For Service:

- To apply for service with Access Calgary, an application form must be filled out and an assessment interview must be conducted. Access Calgary conducts interviews with potential customers to determine their eligibility for service and to assess their individual transportation requirements.

Calgary Transit

Customer Service Centre (224 - 7 Avenue SW)

Call Centre 403-262-1000

TTY: 403-268-8087 (For Hard of Hearing)

Monday – Friday 6 a.m. - 9 p.m.

Saturday, Sunday & Holidays 8 a.m. - 6 p.m.

Special Needs Taxi Service

403-537-7770